



# 10 TIPS for Users of AI Chatbots

PCPD



HK



[PCPD.org.hk](http://PCPD.org.hk)

香港個人資料私隱專員公署  
Office of the Privacy Commissioner  
for Personal Data, Hong Kong

Generative Artificial Intelligence (AI) tools and platforms allow users to generate all sorts of novel contents, such as audio, text, code, video, image and other data. This includes AI chatbots such as “ChatGPT” which are programmes based on a large language model with the ability to generate natural language text based on a given input. In light of the growing popularity of AI chatbots, the Office of the Privacy Commissioner for Personal Data provides the following tips for users of AI chatbots to protect their personal data privacy and to use them safely and responsibly:

## Protecting Personal Data Privacy



### Before Registration / Use:

- 1 Read the Privacy Policy, the Terms of Use and other relevant data handling policies** of AI chatbots and any third-party platform used to access the chatbots to understand how personal data would be collected, stored, used, and shared.
- 2 Beware of fake Apps and phishing websites posing as known AI chatbots:** access AI chatbots only through official channels and only install Apps from the official Apps stores.
- 3 Adjust the settings to opt-out of sharing chat history** (if available) to avoid conversations being saved and used for AI model training.



## When Interacting with AI Chatbots:



- 4 Refrain from sharing your own personal data and others' personal data** as conversation history may be stored and used for AI model. Consider using a nickname or pseudonym instead of providing AI chatbots with real name.
- 5 If necessary, submit a correction or removal request** to correct or remove any inaccurate personal data generated by AI chatbots.
- 6 Guard against cybersecurity threats:** use secure network connection to connect to AI chatbots and keep device system and software up-to-date.
- 7 Delete outdated conversations from chat history.** Delete unused AI chatbots accounts to reduce the risk of data leakage.

## Safe and Responsible Use of AI Chatbots



- 8 Be cautious about using the information provided by AI chatbots:** check the accuracy of such information through other sources as information generated by AI chatbots may be misleading, false, biased or discriminatory, owing to insufficient and/or inaccurate training data. Also beware of intellectual property rights issues and avoid using the information in breach of such rights.
- 9 Refrain from sharing confidential information and files;** organisations should promulgate clear internal policies and guidance for using AI chatbots.
- 10 Teachers / parents should provide guidance to students when they are interacting with AI chatbots:** AI chatbots may set a minimum age for users and require students under a specified age to obtain parent or guardian's permission before use. Teachers / parents may prompt AI chatbots to provide age-appropriate responses to reduce the chance of children being exposed to inappropriate content.



香港個人資料私隱專員公署  
Office of the Privacy Commissioner  
for Personal Data, Hong Kong



PCPD Website:  
[pcpd.org.hk](http://pcpd.org.hk)

Download  
this Publication

Unit 1303, 13/F., Dah Sing Financial Centre,  
248 Queen's Road East, Wanchai, Hong Kong

Tel : 2827 2827  
Fax : 2877 7026  
E-mail : [communications@pcpd.org.hk](mailto:communications@pcpd.org.hk)  
Website : [www.pcpd.org.hk](http://www.pcpd.org.hk)



This publication is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) licence. In essence, you are free to share and adapt this publication, as long as you attribute the work to the Office of the Privacy Commissioner for Personal Data, Hong Kong. For details, please visit [creativecommons.org/licenses/by/4.0](http://creativecommons.org/licenses/by/4.0).

First published in September 2023

 Printed on recycled paper

